



About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

Baldridge in Pennsylvania

- **26 Pennsylvania applicants for the Baldridge Award (2005–2015)**
- **2 Pennsylvania award applicants in 2010 represent 15,205 jobs, 38 work locations, \$2.3 billion in revenues/budgets, and 727,000 customers served.**
- **12 Baldridge examiners from Pennsylvania volunteered over \$182,000 in services in 2015.**

Pennsylvania National Role Models

MEDRAD, Inc., manufacturing, 2003 and 2010 (Warrendale)

Stoner, Inc., small business, 2003 (Quarryville)

Armstrong World Industries, Inc., Building Products Operations, manufacturing, 1995 (Lancaster)

Westinghouse Electric Corp. Commercial Nuclear Fuel Division, manufacturing, 1988 (Monroeville)

Success Story



For more than 40 years, MEDRAD has been committed to improving patient outcomes by developing, marketing, and servicing innovative, cost-efficient devices for diagnosing and treating diseases. Sold worldwide to hospitals and medical imaging centers, MEDRAD's

products include fluid injection systems for radiology and cardiology, endovascular devices for the treatment of cardiovascular disease, and equipment for visualization procedures such as computed tomography, magnetic resonance imaging, molecular imaging, and nuclear medicine. MEDRAD, a business of Bayer HealthCare, employs 2,157 people and had roughly \$625 million in revenues in 2009.

Selected Results

- Revenue growth from about \$120 million in 1997 to about \$625 million in 2009
- More than 10% increase in gross margin over three years
- Market leader in the United States and Europe for its products
- Consistent 60% or higher Net Promoter Score (a loyalty metric defined by the level of repeat sales and referrals) over 3 years, compared to the 50% or higher for other organizations nationwide.
- \$45,000 in value delivered from the Value Improvement Program, which captures, measures, tracks, and recognizes employees' improvement ideas against *Industry Week's* "Best Plant" benchmark of \$10,000 per employee

Keystone Alliance for Performance Excellence

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. The Keystone Alliance for Performance Excellence (KAPE; <http://www.keystonealliance.com>) is a 501c(3) nonprofit corporation that helps all types of organizations improve their performance and outcomes, including productivity, workforce engagement, competitiveness, and customer and stakeholder satisfaction. We use the leading-edge Baldrige Excellence Framework as the basis for our process and for giving feedback to applicants. While KAPE's process is modeled after the prestigious Baldrige Award, our process is not about "winning an Award." It is about using the Baldrige Framework to perform low-cost, nonprescriptive assessments in addressing each applicant's unique challenges.

2012–2015 Keystone Award for Performance Excellence Winners

Center for Organ Recovery & Education (Proficiency)
Conemaugh Health System (Proficiency)
Massaro Corporation (Proficiency)
Thomas Jefferson University Hospitals (Proficiency)
VA Pittsburgh Healthcare System (Proficiency)
Indiana Regional Medical Center (Mastery)
Active Strategy, Inc. (Commitment)
Aria Health (Commitment)

American Society for Quality, Pittsburgh (Commitment)
Big Brothers Big Sisters Southeastern PA (Commitment)
Dutchland, Inc. (Commitment)
Liberty Resources, Inc. (Commitment)
National Board of Osteopathic Medical Examiners
(Commitment)
Higher Images, Inc.
Southern Huntingdon County School District

AHCA/NCAL National Quality Award Winners in Pennsylvania

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Countryside Convalescent Home (2015, Silver)
Golden LivingCenter York Terrace (2015, Silver)
Abington Manor (2015, Bronze)
Chicora Medical Center (2015, Bronze)
Darway Elder Care Rehabilitation Center (2015, Bronze)
Forest Park Health Center & Rehabilitation (2015, Bronze)
Golden Hill Nursing and Rehab (2015, Bronze)
Henry Clay Villa (2015, Bronze)
Lake View Senior Care and Living Center (2015, Bronze)
The Manor at St. Luke Village (2015, Bronze)
The Manor at Penn Village (2015, Bronze)
Mountain Top Senior Care & Rehab. Center (2015, Bronze)
Reliant Senior Care Denver Health & Rehab. (2015, Bronze)
Reliant Senior Care Evergreen Nursing & Rehab. (2015, Bronze)
Reliant Senior Care Kade Health & Rehab. (2015, Bronze)
Reliant Senior Care Orangeville Health & Rehab. (2015, Bronze)
Reliant Senior Care Twin Oaks Nursing & Rehab. (2015, Bronze)

Siemon's Heritage Personal Care Center (2015, Bronze)
Silver Lake Center (2015, Bronze)
South Fayette Nursing Center (2015, Bronze)
Sunrise of Abington (2015, Bronze)
Sunrise of Exton (2015, Bronze)
Sunrise of Granite Run (2015, Bronze)
Sunrise of Haverford (2015, Bronze)
Sunrise of Lafayette Hill (2015, Bronze)
Sunrise of Paoli (2015, Bronze)
Sunrise of Presque Isle Bay (2015, Bronze)
Sunrise Senior Living of Blue Bell (2015, Bronze)
Sunrise Senior Living of Dresher (2015, Bronze)
Sunrise Senior Living of Lower Makefield (2015, Bronze)
Sunrise Senior Living of Newtown Square (2015, Bronze)
Sunrise of Upper St. Clair (2015, Bronze)
Sunrise of Westtown (2015, Bronze)
Towne Manor West (2015, Bronze)
Trinity Living Center (2015, Bronze)
West Haven Manor (2015, Bronze)